

Zürich, im März 2017

**Executive MBA of the Zurich University: Content and Schedule
for the Module “Services and Operations”**

	Thursday, June 8 th 2017	Friday, June 9 th 2017	Saturday, June 10 th 2017
8 ³⁰ -9 ¹⁵	Operations, logistics and supply chain management in the context of enterprise performance	BEMAD game: presentations and lessons learnt	
9 ¹⁵ -10 ⁰⁰		The lean / just-in-time Concept (cont.)	
10 ³⁰ -11 ¹⁵		SCM / JiT case studies: help in case of questions left	
11 ¹⁵ -12 ¹⁵	SCM / JiT case studies: help in case of questions left		
12 ¹⁵ -13 ⁰⁰	—————Break—————	—————Break—————	—————Break—————
13 ⁰⁰ -13 ⁴⁵	BEMAD game*		
13 ⁴⁵ -14 ³⁰			
15 ⁰⁰ -15 ⁴⁵			
15 ⁴⁵ -16 ³⁰	The lean / just-in-time concept		
16 ³⁰ -...	preparation for next day's presentation		

* BEMAD “Business Engineering and Management Ability Development” game: game on general issues of operations, logistics and supply chain management with regard to enterprise performance

Teaching faculty for June 8th and June 9th, morning

- Prof. Dr. Paul Schönsleben, ETH Zurich, Chair of Logistics and Information Management at the BWI Center for Industrial Management, Department for Management, Technology, and Economics (D-MTEC).
- Scientific collaborators of Prof. Schönsleben, supporting the game, and special features.

Teaching faculty for June 9th, afternoon, and June 10th:

- Helmut M. Dietl, University of Zurich, Professor of Services & Operations Management, Institute for Strategy and Business Economics.